

USA USA

## CLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: Contact Center Management

on the invention entitled	: Contact Center Management			
[ ] PCT Internati		09/776674	filed under	February 6, 2001  Article 19 PCT Article 34 PCT
	e reviewed and understand the amended by any amendment s		above-identified	
	to disclose all information kno ederal Regulations, §1.56.	own to me that	is material to pate	ntability in accordance
patent or inventor's certi	riority benefits under Title 35, ficate listed below and have a ring a filing date before that of	lso identified b	elow any foreign a	application for patent or
Number	Country	Date A	Filed	Priority Claimed  [ ]yes [ ]no  [ ]yes [ ]no  [ ]yes [ ]no  [ ]yes [ ]no
below and, insofar as the United States application acknowledge the duty to Code of Federal Regulat	it under Title 35, United State e subject matter of each of the in the manner provided by the disclose all information that it sions, §1.56, and which became all or PCT international filing Filing Date	claims of this ne first paragra is material to p re available to	application is not of ph of Title 35, Unatentability in accome between the file pplication:	disclosed in the prior ited States Code, §112, I ordance with Title 37,

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and believed to be true; and further that these statements were made with the knowledge that wilful false statements and the like so made are punishable by fine or imprisonment or both under Section 1001 of Title 18 of the United States Code and that such wilful false statements may jeopardize the validity of the application or any patent issued thereon.

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> Finnegan, Henderson, Farabow, Garrett & Dunner, L.L.P., 1300 I Street, N.W., Washington D.C. 20005 Telephone (202) 408 4000

Full Name of first Inventor:	Winham, Ian Peter		
Residence:	Wildcroft Road, Putney, United Kingdom		
Citizenship:	United Kingdom		
Post Office Address:	23 Wildcroft Manor, Wildcroft Road,		
	Putney, SW15 3TS, United Kingdom		
Full Name of second Inventor:	Wilson, Sheena		
Residence:	Baltimore, Maryland, United States of America		
Citizenship:	United Kingdom		
Post Office Address:	100 Harborview Drive, Apt. 1807,		
	Baltimore, Maryland, 21230, United States of America		
Full Name of third Inventor:	Perkins, Jim		
Residence:	Omaha, Nebraska, United States of America		
Citizenship:	United States of America		
Post Office Address:	2659 South 120th Street,		
	Qmaha, Nebraska, 68144, United States of America		
	T 00		
Signature of first inventor:	Date: 16 July 201		
Signature of second inventor:	Date: 6 July 2001		
Signature of third inventor:	Date: 6 Jly 2001		